

## Understanding Workers' Transition to Digital Labor Jobs

In an economy that previously had a larger portion of the workforce performing “gig” work (e.g., Task Rabbit, Care.com, or Wag dog walking), this project proposes to study the short-term impacts on this workforce now forced to seek digital “gig” work including online freelance or micro-tasking.



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### Have you started collecting and analyzing data yet?

"We are really early in data collection. We started in late August to formulate things, going through the Institutional Review Board (IRB) because we are interacting with human subjects. We've been doing analysis of online forums where people talk about their work — gig economy forums — and also just a couple of interviews already. But as we scan these sources, early findings demonstrate some important changes."

### Trends in Gig Economy Work

Location-dependent gig work: changes depending on the type of work

- Decrease in ride-sharing drivers and dog walkers
- Increase in delivery services

Location-independent: Increase in the number of people approaching crowd-sourcing platforms or freelancing work

- Many of these people have lost their jobs and are looking for this type of work, but the number of jobs in this category has not changed so demand is outweighing the supply

**"COVID is a lens that we use to surface inherent  
challenges and opportunities of gig work."**